

Department of Environmental Services City Hall Room 300B, 30 Church Street Rochester, New York 14614-1290 www.cityofrochester.gov



NUMBER 8.5

FLEET MANAGEMENT POLICY / PROCEDURE

SUBJECT: Customer Communication and Support of Predictive Maintenance

APPROVED: My Quattroma

Michael Quattrone, Fleet Manager

PURPOSE: Document customer communication and support of predictive

maintenance program

PROCEDURE: Components of the Division's Scorecard address the issue of customer

communication and support of predictive maintenance program. They reflect our customer's perception of our communication and a high level of response to our predictive maintenance program. The result for this

key performance indicator follows:

 Under the Customer Perspective the Strategic Objective, Enhance Customer Service, the key performance indicator is "Percent of customer units that indicate that they are satisfied with the services provided at the Central Vehicle Maintenance Facility (CVMF)." The

result for fiscal year 2009-2010 was 100%.

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